

Title (en)  
NETWORK CALL ROUTING METHOD AND NETWORK CALLING CENTER

Title (de)  
NETZWERK ANRUF WEGLENKUNGSVERFAHREN UND ANRUFZENTRALE

Title (fr)  
PROCÉDÉ D'ACHEMINEMENT D'APPEL RÉSEAU ET CENTRE D'APPEL RÉSEAU

Publication  
**EP 1876787 A4 20150909 (EN)**

Application  
**EP 07720596 A 20070329**

Priority

- CN 2007001022 W 20070329
- CN 200610066795 A 20060413
- CN 200610066791 A 20060413

Abstract (en)  
[origin: EP1876787A1] A method for routing a network call includes receiving a network call routing request from a requesting sub call center; determining a destination sub call center based on traffic distribution proportions for a network call service, in which the network call service corresponds to the received network call routing request, or determining a destination sub call center based on service capacity parameters of multiple sub call centers corresponding to the network call service, and forwarding the network call routing request to the determined destination sub call center for a call process. A network call center is also disclosed that includes multiple sub call centers and a Network Intelligent Routing Center (NIRC), in which the NIRC is used for receiving a network call routing request, determining the destination sub call and forwarding the received network call routing request to the determined destination sub call center.

IPC 8 full level  
**H04L 69/14** (2022.01); **H04M 3/523** (2006.01); **H04Q 3/00** (2006.01)

CPC (source: EP US)  
**H04M 3/5237** (2013.01 - EP US); **H04Q 3/64** (2013.01 - EP US); **H04Q 2213/13072** (2013.01 - EP US); **H04Q 2213/13138** (2013.01 - EP US); **H04Q 2213/13141** (2013.01 - EP US); **H04Q 2213/13164** (2013.01 - EP US); **H04Q 2213/13166** (2013.01 - EP US); **H04Q 2213/13175** (2013.01 - EP US); **H04Q 2213/13335** (2013.01 - EP US); **H04Q 2213/13343** (2013.01 - EP US)

Citation (search report)

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Designated contracting state (EPC)  
AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LI LT LU LV MC MT NL PL PT RO SE SI SK TR

DOCDB simple family (publication)  
**EP 1876787 A1 20080109**; **EP 1876787 A4 20150909**; **EP 1876787 B1 20190508**; US 2008192915 A1 20080814; US 8102993 B2 20120124; WO 2007118406 A1 20071025

DOCDB simple family (application)  
**EP 07720596 A 20070329**; CN 2007001022 W 20070329; US 91356207 A 20070329